St Mary’s and St John’s CE School

Lower School|Neale House|Prothero Gardens|Hendon|NW4 3SL

Middle School|Bennett House|Sunningfields Road|Hendon|NW4 4QR

Upper School|Stamford Raffles|Downage|Hendon|NW4 1AB

Tel: 020 8202 0026 Email: office@smsj.london

Principal: Mr Matthew Glenn

**ICT Technician**

**Required for: ASAP**

**Salary: Point: 16 - £19,281 per annum**

**Hours: 36 hours per week,**

**Contract Type: Full time – 52 weeks**

St Mary’s & St John’s CE School is looking to appoint to this expanding ‘all-through’ school specialising in Business Studies and Performing Arts, a **Junior ICT Technician** for our busy school.

The successful applicant will be a key member of the school support team, contributing to the efficient and effective functioning of the school in order to support the learning and achievement of the whole school community and ensure that the school is positively promoted to parents, visitors and the local and wider community at all times.

Excellent inter-personal and organisational skills are required.

The applicant should have at least one year’s experience working in an IT environment, providing 1st line IT support.

All applicants are welcome to visit the school. Please contact the school by email: office@smsj.london for further information, or to arrange a confidential discussion.

Further information and application forms are available on our school website: www.[smsj.barnet.sch.uk](http://www.smsj.barnet.sch.uk)

**Closing Date**: **Friday 27 October 2017, 5pm**

**Interviews: Week commencing Monday 06 November 2017**

Please send all completed applications forms and covering letters to: recruitment@smsj.barnet.sch.uk

SMSJ is committed to safeguarding and promoting the welfare of children and young people. The successful candidate must be able to satisfy an enhanced disclosure check with the Disclosure and

Barring Service.



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| **JOB DESCRIPTION** Job Title: Junior ICT TechnicianSchool/Service: St Mary’s & St John’s CE School **Reports to:** Director of Computing & IT StrategyGrade: Point 16 Location: Lower School, Prothero Gardens, NW4 3SL / Middle School,Sunningfields Road NW4 4QR / Upper School, Downage, NW4 1AB (as required)Hours / Weeks 36 hours per week/ 52 weeks per annum  |
| **Job Purpose:**The ICT Helpdesk is the central point of contact for all ICT related incidents and service requests. The role of the Junior ICT Technician is to provide first line support for all staff in the school and report to the Director of Computing & IT Systems. The Junior ICT Technician is responsible for resolving support requests as well as meeting customer satisfaction and continuous service delivery demands. The ICT Team work in a dynamic, fast-paced environment which provides services over the phone, through e-mail, and in person. |
| **Key Responsibilities*** Provide 1st line systems support of users, desktop, laptop and printer infrastructure
* Support Windows 10 and Chrome OS operating systems
* Escalating IT issues where necessary
* Diagnosing and resolving technical issues
* Manage and troubleshoot Google Education Suite cloud based systems
* Setting up and configuring new laptops and desktops
* Reporting faults and maintaining logs on servers, desktops and laptops
* Completing internal user moves including phones
* Patching of network and phones
* Ensuring all logs for equipment and users are maintained
* Ensuring licensing for all software is recorded and maintained
* Setting up new users and disabling expired accounts in accordance with HR requirements
* Utilise Impero remote management tools
* Support mobile devices (laptops and Chromebooks)
* Assist Senior ICT Technician and Network Manager in solution analysis and design activities
* Maintaining current knowledge of relevant developments in respect of ICT and strategy within your role
* Ensuring that routine maintenance and processes are reviewed, maintained and completed.
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**Person Specification: Junior ICT Technician**

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| **Education and Training** | **E** | **D** | **Evidenced**  |
| English and Maths at GCSE grade C or equivalent | **\*** |  | **A** |
| Evidence of recent continued professional development |  | **\*** | **A** |
| **Experience** | **E** | **D** | **Evidenced** |
| At least one year working in an IT environment providing 1st line IT support |  | **\*** | **A/R** |
| Experience of providing high level support in a busy, sensitive environment  |  | **\*** | **A/I/R** |
| Experience in IT domain, and IT Systems Administration in mid-to-large enterprise preferred |  | **D** | **A/I/R** |
| Managing sensitive and confidential information  |  | **\*** | **A/I/R** |
| **Knowledge and Understanding** | **E** | **D** | **Evidenced** |
| Knowledge of Google Suite | **\*** |  | **A/I/R** |
| Technical knowledge of Networking, Windows Server 2008 /2012, Active Directory Group Policy, Hyper-V, Windows 10 and SIMS | **\*** |  | **A/I** |
| Knowledge of and commitment to school policies including Safeguarding, Health and Safety and Equal Opportunities |  | **\*** | **A** |
| The candidate should be familiar using typical school and office environment tools such as Word, PowerPoint, Excel & Capita SIMS | **\*** |  | **A** |
| **Skills, abilities and attributes**  | **E** | **D** | **Evidenced** |
| Excellent written, oral communication & interpersonal skills | **\*** |  | **A/I/T/R** |
| Self-starter, work on own initiative, strong organisational skills | **\*** |  | **I/R** |
| Ability to establish priorities, manage conflicting priorities and to meet agreed targets and deadlines | **\*** |  | **I/R** |
| Strong problem solving skills  | **\*** |  | **A/I** |
| Strong planning, organising and prioritising abilities. Target focused. Flexible to cope with change, be proactive and adapt quickly to a developing type of service delivery |  |  | **A/I** |
| Integrity, sound professional judgement, ability to maintain confidentiality and loyalty | **\*** |  | **A/R** |
| Clear commitment to the team approach; able to exchange ideas and provide support for colleagues | **\*** |  | **A/I/R** |
| Demonstrates an attention to detail and an ability to stick at routine tasks | **\*** |  | **A/I/R** |
| Commitment to providing a high quality customer-focused service delivery | **\*** |  | **A/I** |
| Willingness to participate in relevant training and development | **\*** |  | **A/I/R** |
| Enthusiastic, hardworking and assertive | **\*** |  | **A/I/R** |
| Enthusiastic self-starter and must have fluent written and verbal English communication skills | **\*** |  | **A/I/R** |

E = Essential D = Desirable I = Interview A = Application R = Reference